



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

July 27, 2009

Linda Harrell, Finance Manager  
Unilever Supply Chain, Inc.  
19161 E. Walnut Drive North  
City of Industry, CA 91748

Dear Ms. Harrell:

RE: FINAL MONITORING VISIT REPORT for Unilever Supply Chain, Inc. – ET08-0124

Date of the Visit:	07/24/09
Beginning/Ending Time:	9:00 a.m. – 12:00 p.m.
Date of Last Visit:	12/19/08
Visit Location:	City of Industry
Persons in attendance:	Gary Dressler, Human Resource Business Partner, Unilever Elsa Wadzinski, Contract Analyst, ETP
Action Required:	No

Term of Agreement:	07/03/07 – 07/02/09	Agreement Amount:	\$102,816
Training Start Date:	07/23/07	No. to Retain:	42
Date Training must be Completed:	04/01/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	136

## SUMMARY OF ACTION

### REQUIRED FROM THIS VISIT:

None

SACRAMENTO CENTRAL OFFICE  
1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE  
4640 Lankershim Blvd., Suite 311  
NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

**FINAL REPORT SUMMARY:**

The Agreement was executed on September 14, 2007 and training began on July 23, 2007. You reported that all ETP training was completed on February 19, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – May 7, 2009. There were no revisions during the term of the contract.

Project staff advised the Analyst, that 35 of the 42 (88%) trainees estimated to be retained, specified on Chart 1, Exhibit A of the Agreement, have completed training and the 90-day retention period. Assuming all other Agreement requirements are met, Unilever will earn approximately \$67,122 (65%) of the total ETP Agreement amount. Since you have been paid \$26,438.40 to date, you will receive an additional \$40,683.60 in funding, if the anticipated number to retain is verified during the final fiscal closeout. The Analyst provided technical assistance to project staff on how to complete and submit the Final Closeout, which was done during the Final Visit.

In discussing the ETP training provided, project staff indicated, although you did not complete 100 percent of the training, Unilever was able to cross train employees on equipment for different product lines; as well as on new equipment for product lines recently added to the facility. Mr. Dressler commented that the ETP training provided Unilever employee's with skills to operate several machines, allowing the company to utilize them where they are needed the most; allowing the company to run leaner and remain viable in California. Finally, project staff commented that the positive results of this training have led the company to consider awarding this location (City of Industry) with additional Unilever product lines for production; versus sending this business to other out of state, Unilever locations.

Ms. Wadzinski discussed what barriers, if any, your staff experienced in implementing your ETP program. Mr. Dressler indicated that once the Agreement was approved, there were no barriers in implementing the training.

In closing, your staff reported that ETP's websites are user-friendly, and that ETP staff provided good support throughout the Agreement. Further, Mr. Dressler commented that Unilever would be interested in returning for another ETP contract in the future, especially if the company expands its product lines.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
Totals:	85	85	35	35	35	35

The project status you provided corresponds with the Contract Status report indicating 85 trainees were enrolled, and 40 have been dropped.

### **ATTENDANCE ROSTERS:**

The Analyst reviewed the information on Class/Lab Rosters for 19 trainees, against the information input on the ETP On-Line Tracking System. The review of the Class/Lab Rosters indicated that the Rosters were completed correctly, and corresponded with the training input on the ETP On-Line System, and met ETP's requirements; and the Agreement curriculum was provided as specified; and that you are in compliance with the ratio of one trainer to 20 retrainees, as specified in the Agreement Training Plan.

Project staff was advised that the above findings are based only on the training records reviewed during this visit. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

### **AUDIT:**

Unilever will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Elsa Wadzinski at (818) 755-3634 or by email at [ewadzinski@etp.ca.gov](mailto:ewadzinski@etp.ca.gov) within ten (10) working days from the receipt of this report.

Sincerely,

**Signature on file**  
Wally Aguilar, Program Manager  
North Hollywood Regional Office

**Signature on file**

Elsa Wadzinski, Contract Analyst  
North Hollywood Regional Office

cc: Gary Dressler, Human Resource Business Partner  
Unilever Supply Chain, Inc.

David A. Guzman, Chief, Audit's & Program Operations Division  
Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor 7/29/09